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Evaluation and continuous development component

The training programme is evaluated regularly and action is taken following evaluation.

5.1 Internal review / self-assessment

Quality statement:

Documented procedures exist to ensure the programme is subject to internal review including participant and delivery staff feedback. Consideration must be given to:

- Timescales
- Responsibility for reviews
- How it will be recorded
- Development / improvement actions
- Sign off process

This must include reviewing and reporting the effectiveness of the programme from a learning and development perspective, with consideration of:

- Communications
- Supporting policies and procedures
- Feedback on training
- Timings and content of training.
- Progress of participants through the programme

Approval evidence:

- Written documentation of review process
- Evaluation forms
- Approval discussion

5.3 Internal reporting

Quality statement:

Reports are made to sponsors and account managers to facilitate the review against the organisational rationale / business case.

Approval evidence:

- Reporting schedule
- Reporting mechanism (i.e. form)
- Approval discussion

